Aqara

Aqara Light Switch H2
– FAQ

How to Switch from Thread to Zigbee Protocol

1. Install the Aqara Home app, and enable Wi-Fi and Bluetooth.
2. Reset the device to factory settings (press any button 10 times continuously) to enter network setup (first-time device adding will automatically enter networking), which shows a slow-blinking indicator.
3. In the Aqara Home app, tap *Add Accessory*, scan the Matter code on the button, select Zigbee under the *Switch Protocol* page, and follow the app's instructions.

How to Switch from Zigbee to Thread Protocol

1. Install the Aqara Home app and enable Wi-Fi and Bluetooth.
2. Restore the device to factory settings (press any button 10 times consecutively), then enter network configuration mode.
3. In the Aqara Home app, tap *Add Accessory*, bring your phone close to the device, and the Light Switch H2 Vertical/Horizontal will appear in the top left of the app. Tap the icon, select Thread on the *Switch Protocol* page, and follow the app instructions to complete setup.

What is the default protocol of this product?

The default protocol is Thread. Note: Factory reset will not change the current protocol until you switch to your desired one.

How to Identify the Current Communication Protocol

After restoring factory settings, check the LED indicator light to identify the current protocol during device adding:

Green blinking: Thread protocol
Yellow blinking: Zigbee protocol
Red: Adding Timeout

Does this product support both neutral and no-neutral wire installation methods?

Yes. This product supports both neutral and no-neutral wire installation methods. Regardless of your home's wiring, it can be easily installed without compatibility concerns.

How to reset

When not added to a network, it will enter networking mode (green indicator light blinks) when first powered on.

After adding, to reset the device, you need to:

Double-press any upper button, then press and hold it for 5 seconds until the green indicator light starts blinking. This indicates that the device is in networking mode. Note that a button with no relay control cannot be used for resetting.

How to reset to factory settings

Press any button 10 times continuously, then the green indicator light starts flashing, meaning it's in networking mode.

Difference between Reset and Restore to Factory Setting

Resetting will delete all network configurations. Restoring to factory settings will not only clear all network configurations but also reset all user configurations to factory defaults.

How can I distinguish between a live wire, a neutral wire and a load wire in the wall box?

Typically, the live wire is black or red, the neutral wire is white or grey, the ground wire is green or green with a yellow stripe, and the load wire is typically black or brown. It is recommended to have a professional electrician use specialized tools to perform a test before installation.

Will incorrect wiring cause a short circuit?

If the wiring is incorrect, the wall switch may fail to operate or even short-circuit, potentially causing damage. Be sure to follow the wiring instructions carefully or consult a professional electrician for installation.

How do I connect this product to my phone?

Using the device in a specific Matter ecosystem (Thread mode)

Requires a Matter controller and Thread border router for that ecosystem:

1. Double-click any button, then press and hold for 5 seconds until the green indicator light starts flashing, indicating the device has entered network configuration mode.
2. Open a Matter-compatible app, scan the Matter code on the manual or product, or enter the setup code to add the device to the app.
3. Follow the app instructions to complete setup.

Using the device in Aqara Home (Thread mode)

Requires an Aqara gateway with border router functionality (such as Hub M3):

1. Double-click any button, then press and hold for 5 seconds until the green indicator light starts flashing, indicating the device has entered network configuration mode.
2. In the Aqara Home app, tap *Add Accessory*, select Light Switch H2 Vertical/Horizontal, scan the Matter code on the manual or product, or enter the setup code to add the device to the app, and select Thread on the *Switch Protocol* page.

3. Follow the app instructions to complete setup.

Using the device in Aqara Home (Zigbee mode)
Requires an Aqara Zigbee gateway:

1. Double-click any button, then press and hold for 5 seconds until the yellow indicator light starts flashing, indicating the device has entered network configuration mode.
2. In the Aqara Home app, tap *Add Accessory,* bring your phone close to the device, and the Light Switch H2 Vertical/Horizontal will appear in the top left of the app. Tap the icon and select Zigbee on the *Switch Protocol* page.
3. Follow the app instructions to complete setup.

What is the maximum communication distance between this product and the gateway/border router?

In the case where there is one wall separating the Light Switch H2 from the hub/border router, the communication distance can reach 10–20 meters. However, if there are multiple walls in between, it is recommended to position the devices as close to each other as possible for optimal communication.

What is the maximum distance between the Light Switch H2 Vertical/Horizontal (2 buttons, 1 channel) and the original switch in a 3-way wiring setup?

In a three-way wiring setup, the wiring distance between the new switch and the old switch can reach up to 20 meters. For the best experience, we strongly recommend using two Aqara smart switches to create "Quick Dual Control" or automated control, which will provide greater stability and convenience.

Can I use the Light Switch H2 Vertical/Horizontal (2 Buttons, 1 Channel) as a regular switch?

Yes. Only use the L (line wire), L1 (light/load wire), N (neutral wire) terminals, and leave the TW terminal unused and capped with a wire nut.

What's the difference between a 3-way switch and a single-pole switch?

Single-Pole Switch: Controls one light from one location; typically has L, L1, N, G terminals.
3-Way Switch: Controls one light from two locations; typically has L, L1, TW, N, G terminals.

Does our switch support wiring smart lights?

Yes, but only with a neutral wire installation, and the lighting fixture power must meet the device load requirements:

If connecting to Aqara smart lights:
Requirements: Zigbee mode (Aqara Zigbee gateway), neutral wire installation → Uses MARS technology for smart load.

If connecting to third-party ecosystem smart lights:
Requirements: Zigbee mode (Aqara Zigbee gateway), neutral wire installation, relay locking/switch

decoupling mode → After decoupling this switch, it can be connected to third-party platforms via Matter Bridge to control third-party smart lights.

Which types of devices is this product compatible with?
This product is only compatible with lighting fixtures that meet power requirements. It is not recommended to connect loads other than lighting fixtures.

What lighting fixture power does this product require for normal operation?
1. When connected to both neutral wire and live wire, no minimum load requirement.
2. When only connected to live wire: Minimums are 5W for energy-saving bulbs, 5W for LEDs, or 5W for fluorescent bulbs. Lower-quality lights may still flicker or cause issues. Please choose fixtures carefully.
3. Maximum load requirement:
   Incandescent light < 1200W
   Energy-saving light < 400W
   LED light < 400W
   Fluorescent light < 400W

Note: If using an old-style tube lamp with a starter, please replace it with an electronic starter.

What are the dimensions of this product?
Vertical dimensions: 119 × 74 × 42 mm (4.69 × 2.93 × 1.67 inch)
Horizontal dimensions: 119 × 86 × 42 mm (4.69 × 3.39 × 1.67 inch)

What is the 1-gang junction box size compatible with this product?
The dimensions of this product's AC base are 70.2 × 44.0 × 30.8 mm.
The recommended junction box should have a length greater than 3 inches (75 mm), width greater than 2 inches (50.8 mm), and depth greater than 2-1/8 inches (54 mm).

How to troubleshoot Bluetooth connection timeout during Thread/Zigbee protocol switching
If you experience a Bluetooth connection timeout during protocol switching, try bringing the device closer to your phone. This may help resolve the issue by ensuring a stronger connection.

How to adjust the app button layout when installing horizontally or vertically
This feature is only supported in Aqara Home:
- A pop-up selection will appear during the first network connection.
- You can also access it by clicking the "⋯" in the top right corner of the device homepage → entering the device details page → selecting *Installation Direction* → switching between *Horizontal/Vertical* installation.